

# ZoomLink+

User Guide



PHONAK

life is on

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# Contents

Welcome	4
ZoomLink+ and accessories	5
User interface	6
How your ZoomLink+ works	8
Getting started	9
Charging the ZoomLink+	9
Switching ZoomLink+ ON/OFF	10
Microphone opening	14
Using ZoomLink+	15
ZoomLink+ placed on a table	15
ZoomLink+ reporter style	17
ZoomLink+ worn by your partner	18
ZoomLink+ connecting to a TV	20
ZoomLink+ connecting to a GPS in the car	24
Special functions	28
Operating range	30
For professionals: Changing the FM channel	31
Restarting ZoomLink	32

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Displaying the firmware version	33
Troubleshooting	34
FM receivers	36
Important notices	37
Declaration of conformity	38
Service and warranty	40
Phonak distributors worldwide	42

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# Welcome

ZoomLink+ by Phonak is an easy to operate and flexible transmitter with built in microphones. It features three microphone modes, which guarantees the best reception in each listening situation. ZoomLink+ is compatible with all Phonak receivers.

To obtain maximum benefit from the ZoomLink+ transmitter and its comprehensive features, please read this user guide carefully. Ask your hearing care professional if you have any questions.

Phonak wishes you much hearing enjoyment with ZoomLink+.

The following symbols appear in this user guide:

 Important notes for all users.

 Special notes for users of Phonak hearing instruments with remote control compatibility.

Please also check [www.phonak.com](http://www.phonak.com) for additional FM information

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## ZoomLink+ and accessories

① ZoomLink+ \_\_\_\_\_



② ZoomLink+ home and travel case \_\_\_\_\_



③ Adapter for external connections \_\_\_\_\_



④ Audio cable \_\_\_\_\_



⑤ Charging unit \_\_\_\_\_



⑥ MyLink\* \_\_\_\_\_



\* ZoomLink+ is compatible with all Phonak FM receivers. The easy to use MyLink receiver is shown above.

All accessories can be ordered separately.

## User interface



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① Button to adjust the lavalier length

② Lavalier with integrated antenna

③ Microphone functions



SuperZoom (narrow-angle sound pickup with noise cancellation)



Zoom (wide-angle sound pickup)



Omni (360° sound pickup)

**Switching ZoomLink+ ON:**

Long press (~1 second) on the desired microphone button

**Switching ZoomLink+ OFF:**

Long press (~1 second) on any microphone button

④ Microphone openings

⑤ Display

⑥ Clip

⑦ For hearing care professionals:

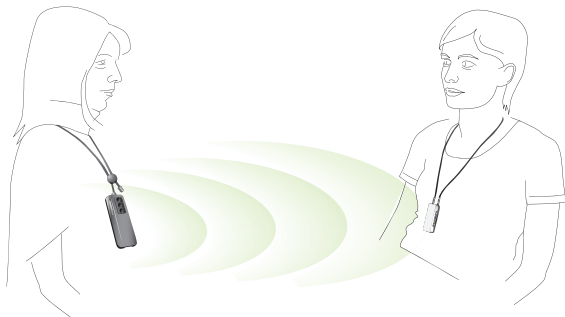
Pen push for frequency change

⑧ Interface for external connections

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## How your ZoomLink+ works

ZoomLink+ picks up your partner's voice and instantly relays it to your receiver, e.g. MyLink. The receiver sends it directly into your hearing instruments.



Your partner wears ZoomLink+ around the neck

You wear your hearing instruments and the FM receiver, e.g. MyLink

In places where you are not satisfied with the performance of your hearing instruments alone, e.g. in noisy environments, ZoomLink+ will always provide you with a loud and clear speech signal.

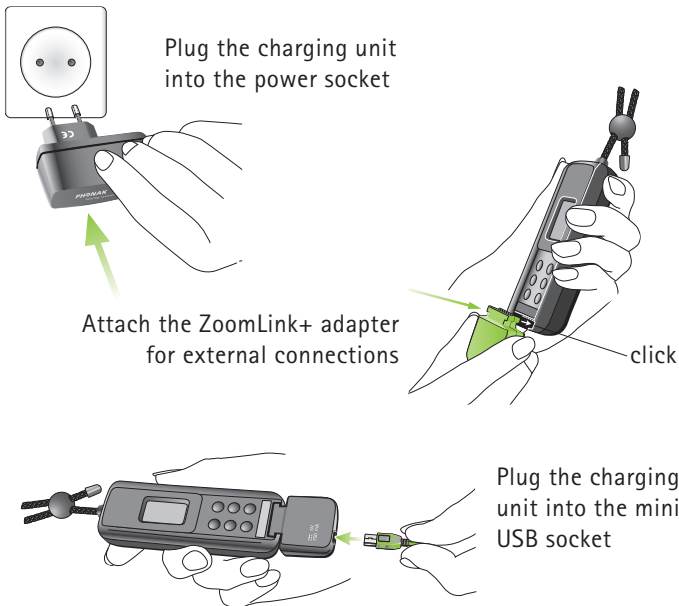


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# Getting started

## Charging ZoomLink+

ZoomLink+ contains a built in Lithium-ion battery with fast-charge capability. A fully discharged battery takes around 2 hours to recharge. The battery will be about 80% charged within an hour.

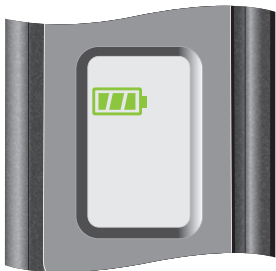


**⚠ Use only original Phonak charging units**

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## Getting started

- The battery symbol in the ZoomLink+ display flashes during charging. The battery cannot be over-charged.
- The battery symbol stops flashing when ZoomLink+ is 100% charged.
- ZoomLink+ operates for approximately 10 hours when fully charged.
- Make sure the socket outlet is easily accessible.



## Switching ZoomLink+ ON / OFF

### To switch ON:

Press and hold one of the three microphone buttons for two seconds (long press).

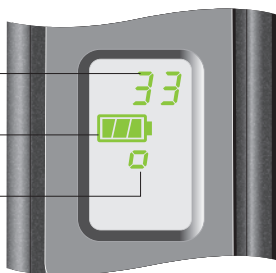
### To switch OFF:

Press and hold one of the three microphone buttons for two seconds (long press).



When switching ON, the ZoomLink+ shows startup information. When the ZoomLink+ is ready, the following information appears:

- FM channel number
- Battery status
- Microphone setting



Microphone setting symbols:

	Button	LCD
SuperZoom		
Zoom		∩
Omni		◻

### Switching ZoomLink+ ON/OFF

At start-up, ZoomLink+ automatically selects the most recently used FM channel.

ZoomLink+ automatically synchronizes Phonak multichannel receivers to this channel, if the distance between ZoomLink+ and the Phonak receivers is less than approximately 8–10 inches (20cm).

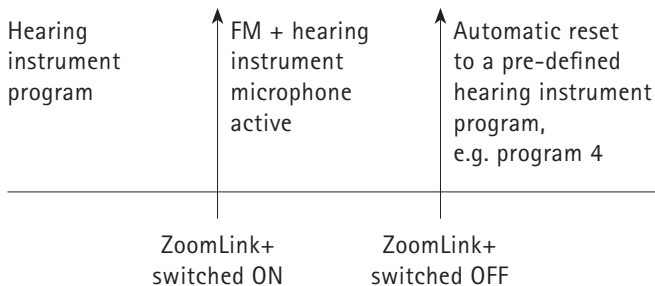
You may hear a beep tone when the synchronization is completed.

**For customers using Phonak hearing instruments that are compatible with analog remote controls:**

- At start-up, ZoomLink+ automatically sets digital Phonak hearing instruments with remote control compatibility to the “FM + M” program. Your hearing care professional can change this setting to “FM only”, if required.
- At switch-OFF, ZoomLink+ automatically resets digital Phonak hearing instruments with remote control compatibility to the hearing instrument program.
- Hearing instruments need to be within the operating range of the remote control built into ZoomLink+. This range is approximately 8–10 inches (20cm).

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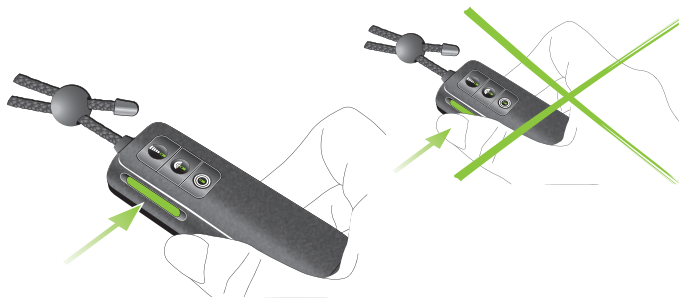
Example of the automatic hearing instrument program setting:



Please ask your hearing care professional about the actual program setting for your particular hearing instrument.

### Microphone opening

**⚠** Do not cover the microphone openings with your fingers when ZoomLink+ is in use. It will affect the sound quality.



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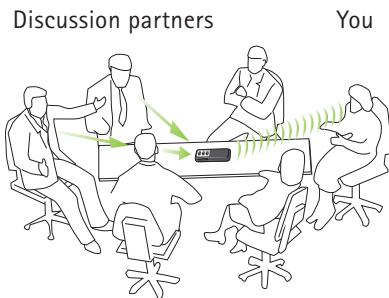
## Using ZoomLink+

ZoomLink+ can be used in different ways, depending on the situation. The following examples illustrate the most common cases for typical ZoomLink+ use.

### ZoomLink+ placed on the table

Recommended use:

- In restaurants
- In conferences
- At home
- At business meetings



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## Using ZoomLink+

### How to use ZoomLink+:

- Place it on the table. If you use the Zoom setting, the front of ZoomLink+, where the lavalier is attached, should point to the speakers that you want to hear. If you use the omni-setting, the orientation of ZoomLink+ has no influence, as sound is picked up from all angles.
- Make sure the lavalier is not folded together or knotted.
- Switch ON ZoomLink+ by holding down one of its 3 microphone buttons.

### Recommended ZoomLink+ settings:



Zoom (wide-angle sound pickup)

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Omni (360° sound pickup),  
to be used in low background noise



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## Reporter style

Recommended for conversation in noisy conditions with one or more talkers close by, like:

- at parties
- in shopping malls



How to use ZoomLink+:

- Hold it in your hand. Make sure you do not cover the microphone opening on the left-hand side of ZoomLink+. The front of ZoomLink+ should point at the speaker(s) you want to hear.

## Recommended ZoomLink+ settings:



SuperZoom (narrow-angle sound pickup)

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Zoom (wide-angle sound pickup)

### Worn by your partner

Recommended for conversations with one person:

- Speaker in an auditorium
- Traveling with another person
- On walks
- During sport
- At home



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### How to use ZoomLink+:

- Pass ZoomLink+ to your conversation partner.
- Your partner should wear it around the neck. The cord needs to be adjusted as depicted below.

⚠ To ensure optimal speech quality, make sure the distance between the speaker's mouth and ZoomLink+ is between 8–10 inches (20–30 cm).



- Switch ON ZoomLink+ by holding down one of its 3 microphone buttons.

### Recommended ZoomLink+ settings:



SuperZoom (narrow-angle sound pickup)

Zoom (wide-angle sound pickup)

### Connecting to a TV

Connect ZoomLink+ to your TV or other multimedia device to enjoy crystal clear in-the-ear audio without disturbing others.



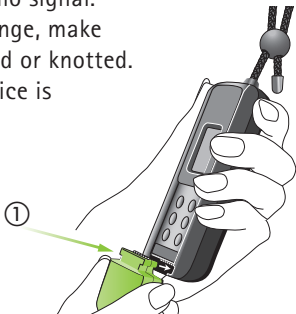
In addition to TV, this function is suitable for use with:

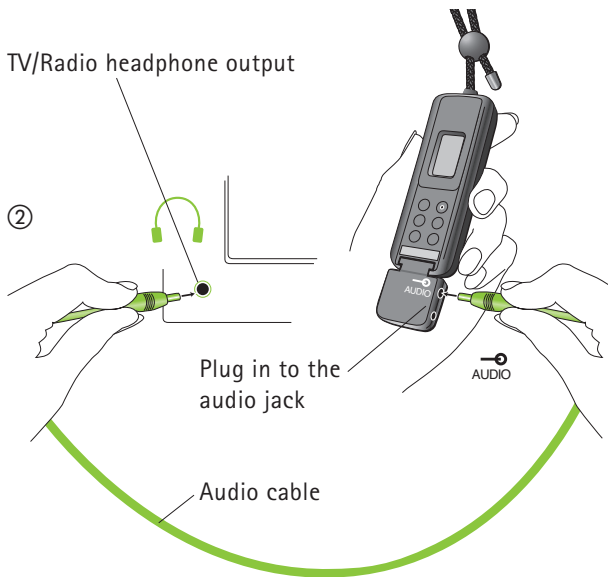
- CD players
- Radio receivers
- Computers and laptops with audio outputs
- MP3 players
- Any other audio devices with a headphone output

How to use ZoomLink+:

- Make sure ZoomLink+ is switched OFF.
- Connect ZoomLink+ – as pictured overleaf – and place it in front of the television or multimedia device.
- Switch ON the television. Your ZoomLink+ will automatically switch ON after it detects an audio signal.
- To ensure maximum operating range, make sure the lavalier cord is not folded or knotted.
- When the television or audio device is switched OFF, ZoomLink+ will automatically switch OFF after approximately 40 seconds.

Connect the adapter for external connection





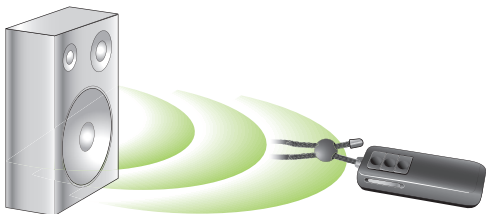
The volume of the audio output on some televisions is adjustable. Please consult your television's own user guide to learn about this feature, if available.

**For devices without headphone output sockets:**

If your TV or audio device does not provide a headphone output socket, you can connect ZoomLink+ to your device's Cinch or Scart socket instead. Just ask your hearing care professional for the Phonak Scart or Cinch adapter.

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## Using ZoomLink+



If the audio equipment does not have a headphone output socket, place ZoomLink+ in front of the loudspeaker of the television or the radio receiver. Then switch ON ZoomLink+ and the television. This may prevent that the television loudspeakers are muted when ZoomLink+ is connected to the television.

### Recommended ZoomLink+ settings:



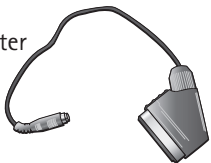
SuperZoom (narrow-angle sound pickup)

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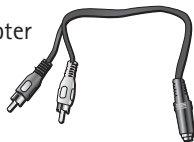
Zoom (wide-angle sound pickup)

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Scart adapter



Cinch adapter



If there is no Cinch or Scart socket available, place ZoomLink+ in front of the television or other device's loudspeaker. Then switch ON ZoomLink+ in Zoom or SuperZoom mode, before switching ON your television.

### Connecting to a GPS in the car

While a TV set provides a constant audio signal, GPS devices only send out audio information every few seconds or minutes. ZoomLink+'s permanent audio input setting has been developed with exactly these products in mind.

To activate the permanent audio input:

- Switch ON ZoomLink+ by holding down one of its 3 microphone buttons for 2 seconds.
- Attach the adapter for external connections to the ZoomLink+.
- Connect one end of the audio cable to the ZoomLink+'s adapter for external connections interface, and the other to the audio output socket of the GPS.
- Switch ON the GPS.



If you leave the car, proceed as follows:

- Remove the audio cable and the adapter for external connections from the ZoomLink+.
- If you do not need the ZoomLink+: switch OFF ZoomLink+. If you want to continue using ZoomLink+: hold down the Zoom or SuperZoom button for one second. This will switch OFF the GPS mode and activate the microphones in ZoomLink+.



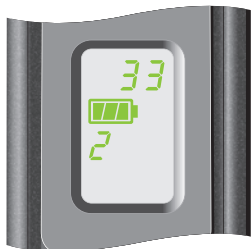
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For standard audio input use, the microphones in ZoomLink+ are automatically switched OFF. If there is a need to activate the internal microphones in parallel to the audio input, proceed as follows:

- Plug in ZoomLink+ as illustrated on page 21 and switch ON the television. ZoomLink+ switches ON automatically when it detects an audio signal from the television. 'A' (Audio) appears on the LCD.






- To activate the ZoomLink+ microphones in parallel to the audio input, press the **⊙** key. '2' appears on the LCD. ZoomLink+ is in omni mode.






**⚠** The audio input volume is reduced when activating the internal microphones.

- To switch OFF ZoomLink+ microphones during audio input use, press the **⊙** key again. '2' disappears on the LCD and 'A' is displayed again.

## Choosing the right microphone setting

Key symbol	Recommended for	
	Noise level	Focus
SuperZoom 	high	fewer speakers
Zoom 	medium	fewer speakers
Omni 	low	more speakers

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Voice pickup pattern	Symbol in display
focused in a narrow angle in front of the ZoomLink+	 A vertical black bar with a slight curve at the top, representing a narrow pickup pattern.
wider angle in front of the ZoomLink+	 A black symbol consisting of two vertical bars connected at the top by a horizontal bar, representing a wider pickup pattern.
360° around the ZoomLink+  The speakers should be close to the ZoomLink+	 A black square symbol with rounded corners, representing a 360-degree pickup pattern.

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## Special functions

### Using an external microphone

The ZoomLink+ can be used with an external mini clip-on microphone (called MM8) or a miniaturized boom microphone (called iBoom). This can be beneficial in a variety of situations such as college lectures or presentations, or when using ZoomLink+ in the car.

- The letter **R** on the display means that the ZoomLink+ is relaying an audio signal from an external microphone or source, such as a TV set.
- Use the lavalier antenna to ensure optimal operating range.

MM8



iBoom






Switch ON ZoomLink+ and connect the external microphone.

- ⚠** MM8 features a separate ON/OFF switch. Ensure that the MM8 is correctly switched ON!

Plug in here:  MICRO

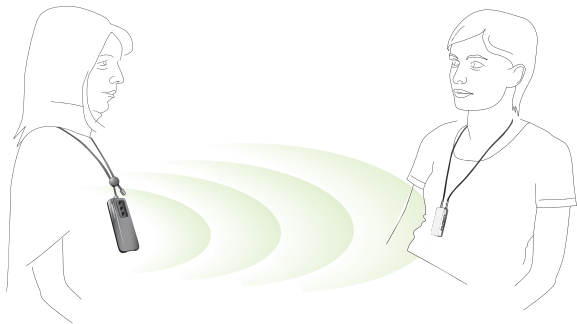


Usage	Action
External microphone only.	<p>Plug in the external microphone as illustrated and switch it ON, if necessary.</p> <p>The ZoomLink+ begins relaying speech as soon as it detects a signal.   appears in the display.</p>
ZoomLink+ microphone and external microphone simultaneously.	<p>Plug in the external microphone and press the ZoomLink+  key.</p>
Switch OFF ZoomLink+ microphone; only the external microphone remains active.	<p>Press the  key again.</p>
End of use.	<p>Unplug the external microphone and detach the ZoomLink+ adapter. Then switch OFF the ZoomLink+.</p>

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## Operating range

The operating distance is the distance between the speaker talking into ZoomLink+ and the hearing instrument user with MyLink or any other Phonak receiver.



Speaker using ZoomLink+

Listener using MyLink or  
any other receiver

The maximum distance is typically more than 50 feet (15 m) indoors and more than 130-170 feet (40-50 m) outside.

**⚠ High-power electronic equipment, larger electronic installations and metallic structures may affect and significantly reduce the operating range.**

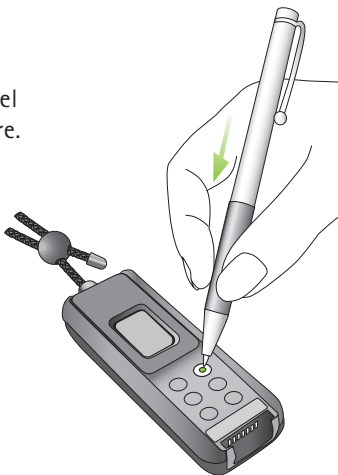
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## For professionals

### Changing the FM channel

If the radio channel used in ZoomLink+ is frequently disturbed by an external source of interference, the hearing care professional can switch ZoomLink+ to another radio channel.

- 1) Switch ON ZoomLink+ by pressing the button for one second.
- 2) Using a pen, press the push button, as pictured. After one second, the channel displayed in the LCD will change. Hold the button down until the desired channel is displayed.
- 3) Release the button. The channel number in the LCD will stop blinking after a few seconds.
- 4) Set the default channel of the MyLink or MicroLink receivers to the same channel by using the FM SuccessWare.



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## Restarting ZoomLink+

In case of a system problem, ZoomLink+ can be restarted by simultaneously pressing the three microphone keys.



When these buttons are pressed, the ZoomLink+ will switch itself OFF and restart automatically.

In case of a system error, ZoomLink+ displays the error code for ten seconds and restarts afterwards automatically.



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## Displaying the firmware version

Should you need to know the firmware version of your ZoomLink+, press  and  simultaneously.

- The DSP firmware version is displayed. e.g. "d-1\_2".

Then 2 seconds later...

- The second part of the DSP firmware version is displayed. e.g. "d+FFF"

2 seconds later...

- The ARM firmware version is displayed. e.g. "c123".


2 seconds later...

- The Bluetooth firmware version is displayed. e.g. "BT172".

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## Optional charging unit

Phonak offers an optional twin charger for ZoomLink+, for use when two ZoomLink+ devices need to be charged simultaneously. It is also suitable for use with any other Phonak FM transmitter that features a mini-USB charging socket.

 Only use original Phonak charging units for your ZoomLink+!

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## Trouble shooting

### Situation

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ZoomLink+ does not switch ON.

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Radio interference.

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Voices are inaudible when  
the ZoomLink+ is switched ON.

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Poor speech intelligibility.

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Most probable cause	Remedy
Battery exhausted.	Charge the ZoomLink+ (2 hours minimum).
Extraneous cause: radio antenna or similar interfering devices nearby.	Change channel (see page 31).
<ul style="list-style-type: none"> <li>a) Hearing instrument set to wrong program.</li> <li>b) Receiver switched OFF.</li> <li>c) Radio frequency not synchronized.</li> </ul>	<ul style="list-style-type: none"> <li>a) Check hearing instrument program.</li> <li>b) Switch ON receiver.</li> <li>c) Switch ZoomLink+ OFF and ON by holding it close to the FM receivers.</li> </ul>
ZoomLink+ is positioned too far away from the speaker.	<ul style="list-style-type: none"> <li>a) Select another microphone setting (see page 11).</li> <li>b) Move the ZoomLink+ closer to the speaker.</li> </ul>

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## FM receivers

An FM System consists of an FM transmitter – such as ZoomLink+ – and in most cases two FM receivers.

There are different types of FM receivers available:

- Miniaturized universal Dynamic FM receivers such as Phonak's MLxi. MLxi can be used with both Phonak and many other brands of hearing instrument.
- Design integrated, miniaturized Phonak Dynamic FM receivers such as ML12i, ML11i, ML10i and ML9i. These receivers are tiny in size and designed to fit the style and form Phonak's hearing instruments.
- Induction-based FM receivers such as Phonak's MyLink.

If you have any questions regarding FM receivers, consult your hearing care professional or visit [www.eschooldesk.com](http://www.eschooldesk.com)

 ZoomLink+ should **only** be used with Phonak FM receivers.

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## Important notices

- Do not use your ZoomLink+ in a place where it is prohibited to use electronic devices, e.g. on airplanes or in hospitals. If in doubt, please ask the person in charge.
- Persons with pacemakers or other medical devices should ALWAYS consult their physician, the manufacturer of their pacemaker, or other medical device BEFORE using ZoomLink+. The use of ZoomLink+ with a pacemaker or other medical devices should ALWAYS be in accordance with the safety recommendations of the physician responsible for your pacemaker or the pacemaker manufacturer.
- Do not use two or more ZoomLink+ transmitters on the same FM channel.
- Please note that radio signals might also be picked up and overheard by other people.
- Before using ZoomLink+ in another country, contact your hearing care professional to make sure the use of your radio channels is permitted in that country.
- Do not use water or other liquids to clean the ZoomLink+.
- Only use original Phonak accessories.
- Only use the original Phonak ZoomLink+ charger.
- Your ZoomLink+ should only be repaired at an authorized service center.

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## Declaration of conformity

Hereby, Phonak Communications AG, declares that the ZoomLink+ is in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC.

To obtain a copy of the Declaration of conformity, please contact the local Phonak AG representative, whose address can be taken from the list of Phonak distributors worldwide.

This device complies with part 15 and part 95 of the FCC rules and with RSS 210 of Industry Canada.

Operation is subject to the following two conditions:

(1) This device don't cause harmful interference and (2) must accept any interference received, including interference that may cause undesired operation.

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The transmitter is authorized by rule under the Low Power Radio Service (47 C.F.R. Part 95) and must not cause harmful interference to TV reception or United States Navy SPASUR installations.

You do not need an FCC license to operate the transmitters. The transmitters may only be used to provide: auditory assistance to persons with disabilities, persons who require language translation, or persons in educational settings; health care services to the ill; law enforcement tracking services under agreement with a law enforcement agency; or automated maritime telecommunications system (AMTS) network control communications. Two way voice communications and all other types of uses not mentioned above are expressly prohibited.

**Warning:**

**Changes or modifications made to this equipment not expressly approved by Phonak may void the user's authority to operate the equipment.**

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## Service and warranty

Phonak provides a manufacturer's limited warranty for your ZoomLink+. This covers all manufacturing and material defects. Problems with ZoomLink+ arising from improper handling or care and repairs made by an unauthorized party are not covered by the warranty.

Please ask at the point of sale for full details of this warranty. The salesperson will note the serial number of your ZoomLink+ below. It will be needed in the event of a warranty repair.

ZoomLink+ Serial number:

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Date of purchase:

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FM receiver(s) Serial number(s):

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## Phonak distributors worldwide

**Group companies:** (detailed information on [www.phonak.com](http://www.phonak.com))

Australia	Phonak Australasia Pty. Ltd. Baulkham Hills N.S.W 2153
Austria	Hansaton Akustische Geräte GmbH 5020 Salzburg
Belgium	Ets Lapperre B.H.A.C. NV B-1702 Groot-Bijgaarden Phonak Belgium NV, B-1700 Dilbeek
Brazil	Phonak do Brasil – Sistemas Audiológicos Ltda. São Paulo – SP 04363-100
Canada	Phonak Canada Limited Mississauga, Ontario L5W 0B3
China	Phonak (Shanghai) Co. Ltd. Shanghai City 200233
Denmark	Phonak Danmark A/S Østre Hougvej 42-44, 5500 Middelfart
France	Phonak France SA, 69500 Bron
Germany	Phonak GmbH, 70736 Fellbach- Oeffingen, EC Representative
India	Phonak India Pvt. Ltd., 100 034 New Delhi
Italy	Phonak Italia S.r.l., 20159 Milano
Japan	Phonak Japan Co., Ltd., Tokyo 101-0044
Jordan	Phonak Middle East, 11181 Amman
Mexico	Phonak Mexicana, S.A. de C.V. 03920 México, D.F.MEXICO

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Netherlands	Phonak B.V., 4131PN Vianen
New Zealand	Phonak New Zealand Ltd., Takapuna, Auckland 9
Norway	Phonak AS, 0105 Oslo
Poland	Phonak Polska SP Z.O.O 00-567 Warszawa
Portugal	Phonak Ibérica S.A., 03690 Alicante, Spain
Russian Federation	Phonak CIS Ltd., Moscow, 115114
Spain	Phonak Ibérica S.A., 03690 Alicante
Sweden	Phonak AB, 117 43 Stockholm
Switzerland	Phonak AG, Phonak Schweiz, 8712 Stäfa
Turkey	Phonak Turkey A.S., 34357 Istanbul
United Kingdom	Phonak UK Limited Warrington, Cheshire WA1 1PP
USA	Phonak LLC, Warrenville, IL 60555-3927

**Independent  
general  
distributors:**

A complete list of Phonak distributors is available at Phonak's Internet site: [www.phonak.com](http://www.phonak.com)  
Please visit us or ask your hearing care professional for information.

**Manufacturer:**

Phonak AG, Laubisrütistrasse 28  
CH-8712 Stäfa, Switzerland



Important notes for all users.



Special notes for users of Phonak hearing instruments with analog remote control compatibility.



The CE symbol is confirmation by Phonak AG that this Phonak product meets the requirements of directive 93/42/EEC on medical devices and the R&TTE Directive 1999/5/EC on Radio and Telecommunication Terminal Equipment. The alert sign means that potential restrictions on its use are applicable in one or more EU countries.



This symbol indicates that it is important that the user refers to associated warnings given in this user guide.



The symbol with the crossed out disposal bin indicates that this device should not be treated as household waste. Please hand over your old or unused device to the applicable collection point for the recycling of electrical and electronic equipment or bring your old hearing instrument device to your hearing care professional for appropriate disposal. By ensuring this product is disposed of correctly, you will help prevent potential negative effects on the environment and human health.

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Operating conditions

This product has been designed for trouble-free operation without restrictions when used as intended, unless otherwise stated in this user guide.

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Transportation and storage conditions

Temperature should not exceed limits of  $-20^{\circ}/60^{\circ}$  Celsius at a relative air humidity of 65% for extended periods during transportation and storage. Air pressure between 500 and 1100 hPa is not detrimental to this device.

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## Personal notes

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